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**BOYS & GIRLS CLUB
OF SPARTA**

Front Desk Attendant **Job Description**

Position Title: Front Desk Attendant

Salary: Based on experience and education

Reports to: Director of Club Services

Status: Monday-Friday (22-24 hours/week) 2-6:30 pm School Year and to 11:30 am - 5:30 pm during the summer

Position Summary: The Front Desk Attendant is responsible for supporting the daily operations of our front desk and reception area at the Boys & Girls Club of Sparta; answering phones, performing data entry, handling money, answering questions from parents & community members, and ensuring safe departures when parents pick up their children.

Front Desk Attendant Responsibilities:

- Answers the telephone professionally, provides the information needed by the caller and/or directs them to the appropriate person, and handles phone messages when applicable.
- Professionally greets visitors as they enter the building, provides them with the information they need, and/or directs them to the appropriate staff member.
- Ensures the front desk area is organized and tidy with current Boys & Girls Club information available for guests
- Secure all monies collected.
- Establishes effective and trusting relationships with Club members, parents, donors, Club Volunteers, and all other Club visitors.
- Organize daily parental correspondence.

Additional Responsibilities:

- Participation in special programs and/or events as needed.
- Provide first aid as necessary.
- Assist with or complete special assignments or other duties as deemed necessary.
- Provide enthusiastic leadership and role modeling when working alongside young people.
- Model appropriate behavior and language as per Boys & Girls Club Policy.
- Enforce Club rules and Code of Conduct with members.
- Ensure all Club equipment and supplies are used carefully and respectfully and put away correctly.
- Attend staff meetings when requested.

Skills/knowledge required:

- Strong verbal skills and ability to speak clearly and professionally.
- Ability to organize and coordinate various demanding tasks and responsibilities and to troubleshoot with limited supervision.
- Ability to work in a fast-paced environment where children are present.
- Strong communication skills, both verbal and written.
- Ability to grasp and follow the mission, policies & procedures of the Boys & Girls Club of Sparta.
- Understanding of and possessing the ability to share the Club's philosophy.
- Self-starter with excellent organizational skills with the ability to manage multiple assignments, prioritize, manage time effectively and efficiently, and complete tasks within deadlines.
- Mandatory CPR and First Aid Certifications. (Paid by employer).

Physical Requirements

This position requires the ability to handle and organize a multitude of tasks. This position is primarily sedentary, but some lifting, carrying, walking, and standing are expected. The incumbent may be required to lift up to 30 pounds. The physical requirements described here represent those that an employee should meet to perform the essential functions of this job successfully.

Disclaimer: The information presented indicates the general nature and level of work expected of employees in the classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and objectives required of employees assigned to this job.